

Office Of The State Treasurer And Department Of Labor Roll Out Upgraded Unemployment Payment System

DOVER (January 3, 2020): As part of a systems-wide upgrade to State of Delaware banking processes, the Office of State Treasurer Colleen C. Davis and the Department of Labor have announced improvements to unemployment benefit payment distribution. By the end of this month, the state will move unemployment debit cards to the U.S. Bank ReliaCard®, which offers additional cardholder benefits. Individuals currently utilizing direct deposit will not be impacted by the update.

Recipients will soon receive a letter from U.S. Bank in the mail. The letter will contain important information about the new debit card program and will remind individuals that they can enroll in direct deposit to increase ease-of-use.

For those not enrolling in direct deposit by January 31, 2020, a new card will be distributed by mail. It must be activated by the designated recipient prior to use. The ReliaCard can be used for purchases, bill payment, and cash withdrawal from anywhere that Mastercard is accepted. The new card is blue with a U.S. Bank ReliaCard logo, and it will be delivered to recipients in a plain, white envelope.

Recipients should work to ensure that the Department of Labor has a correct and current mailing address by reviewing their contact information in the [Department of Labor Claimant Portal](#).

Those currently receiving unemployment benefits on a debit card will continue to do so, even after their new card is received, until the card has a zero balance. The ReliaCard

will have funds added to them on February 10, 2020 and can be used after that date.

Upon receiving the new ReliaCard, claimants will need to follow the instructions in the letter to activate their cards and contact ReliaCard customer service at 866-567-8590 or visit the website at www.usbankreliacard.com. Remaining balances on the Key Bank Key2Benefits debit card WILL NOT transfer to the ReliaCard, so claimants should keep the Key Bank card and continue to use it until the balance reaches zero. [Visit the Key Bank website](#) for more information.

About U.S. Bank

U.S. Bancorp, with 74,000 employees and \$488 billion in assets as of September 30, 2019, is the parent company of U.S. Bank, the fifth-largest commercial bank in the United States. The Minneapolis-based bank blends its relationship teams, branches and ATM network with mobile and online tools that allow customers to bank how, when and where they prefer. U.S. Bank is committed to serving its millions of retail, business, wealth management, payment, commercial and corporate, and investment services customers across the country and around the world as a trusted financial partner, a commitment recognized by the Ethisphere Institute naming the bank a 2019 World's Most Ethical Company. Visit U.S. Bank at www.usbank.com or follow on social media to stay up to date with company news.